

Resident's Handbook

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United Charities of Nathaniel Waterhouse

&

John Mackintosh Memorial Homes

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www.waterhousecharities.co.uk

Charity No: 223894

Residents' Handbook

Contents:

Section 1 - Introduction

Welcome
List of contacts

Section 2 - History, Governance and Management

Historical Note
Constitution
Management
The Almshouses

Section 3 - Health and Safety

Doctor and Dentist
The Emergency Call System
Emergency Contact Details
Fire Precautions
Avoiding the Risk of Fire
Slips, Trips and Falls
Security
Keys
Water stopcock

Section 4 - Terms of Occupancy

Letter of Appointment
Weekly Maintenance Contribution (WMC)
Consulting Residents
Absence from Home
Central Heating, Electricity and hot water
Improvements to your home
Employment
Visitors – Family and Friends
Pets
Moving Out
Re-Housing
Gifts and Legacies

Section 5 - Services Provided

The Scheme Managers
Common Room
Laundry Facilities
Furniture and Fittings
Gardens
Repairs and Decorations
Insurance
Television

Cleaning
Training
Refuse collection and recycling
Telephones
Visiting services

Section 6 - General Information

Electrical Meter Mains Switch and Fuse Box
Council Tax and Council Tax Benefit
Housing Benefit/Local Housing Allowance/Universal Credit
Parking
Wills
Lasting Power of Attorney
Local Organisations and Services
Social Activities
Social Media

Section 7 - If things go wrong

Personal Problems
Complaints

Section 1 – Introduction

The Waterhouse and Mackintosh charities would like to extend a very warm welcome to you as a new resident. We hope that you will settle in quickly and be very happy here. This handbook sets out useful information about the charity and its general administration and management. It also explains your responsibilities as a resident. Please do not hesitate to speak to the Clerk/ Scheme Managers if you need further information on any matters.

Please note that the conditions stated in this handbook form part of your contract with the charity and supplement the rules and regulations given in your Letter of Appointment which you signed when you accepted your appointment. It may be necessary to amend these rules and regulations from time to time, but any changes would be discussed with residents beforehand when you would be given the opportunity to express any views or concerns.

Waterhouse and Mackintosh Homes are your home and every effort will be made to help you remain independent, free to choose your own lifestyle and able to benefit from the quiet enjoyment and dignity that the homes provide. I am sure you will appreciate the importance of everyone in the community respecting the wishes of others, allowing them their privacy if that is what they wish and ensuring that rumours and gossip are not allowed to develop.

The Trustees have tried to minimise these rules and regulations which have been designed for the benefit of all residents and to ensure the efficient management of the trust.

Once again, a very warm welcome.

Chair: Lucy Armitage

Trustees: There are 10 Trustees

Clerk: George Pickles

Scheme Managers: John and Cath Giddings

Emergency out of hours number:

07855 331150

Section 2 – History, Governance and Management

Historical Note

Both charities were formed by successful Halifax businessmen, Waterhouse in 1645 and Mackintosh in 1925.

Constitution

Waterhouse is registered charity number 223894 and Mackintosh is no 222588.

Management

The charities are governed by a board of voluntary, Trustees. Day-to-day management of its affairs is delegated to the clerk (assisted by the Scheme Managers). The Scheme Managers will make regular contact with all residents and Trustees may visit from time to time.

The Almshouses

The charities manage unfurnished dwellings which are designed with the needs of older people in mind.

The principle behind everything that the charities do is that our residents should enjoy independence and the freedom to come and go as they please, while living in comfortable and secure accommodation. Residents should feel confident in the knowledge that support will always be available, whether from the charity itself or from outside agencies, should the need arise. Above all, the charities respect residents' privacy.

Residents may expect to continue in occupation as long as they need the accommodation, providing they continue to qualify as a beneficiary, they are able to look after themselves and their appointment as a beneficiary is not set aside.

If a resident's health deteriorates, they must be willing to accept advice and guidance, either from their own doctor or a medical consultant appointed by the Clerk/Trustees. The Scheme Managers will also consult with the next of kin, Social Services and other agencies if necessary.

Section 3 – Health and Safety

Doctor and Dentist

If you do not have a General Practitioner (GP), the Scheme Managers will be able to give you the names of GP practices in the neighbourhood. The name of your GP must be given to the Scheme Managers.

You have every right to see your GP, nurse or other carer in confidence and to keep your medical affairs entirely to yourself if you wish.

However, if you have a chronic health problem, it would be advisable, and you might feel safer, for the Scheme Managers to be made aware of it. This ensures that appropriate action can be taken in an emergency.

Anything you tell the Scheme Managers will be kept in confidence within the charities.

You will be given the Scheme Managers mobile number to contact in the event of any emergency.

Message in a Bottle

You may want to consider the 'Message in a Bottle'. This is a free system that encourages people to keep their basic personal information and details of their current medication in a common place where it can be found in an emergency. The small plastic container is kept in the fridge where emergency services will find it. They will know residents use this system by two discreet labels. One can be fixed to the front entrance of the resident's accommodation and the other is displayed on the fridge where the information is kept. The system is usually a community based project in partnership with other local social, health or emergency services.

Community Care Alarms.

Calderdale Council, in partnership with Progress Lifeline offer a Community Care alarm service, which offers direct access to a contact centre from your home. The centre provides emergency personal assistance 24 hours a day, 365 days a year.

We would strongly recommend this service as it helps you maintain your independence and peace of mind that you can alert someone should you suffer a fall or are unwell.

There is usually a small charge for this facility however, some residents may be exempt and Gateway to Care can discuss this with you.

The Scheme Managers can be named as first responders on the community care alarm, if you so wish.

To arrange a Community Care Alarm you can contact Gateway to Care directly, by either calling 01422 393000 or by email gatewaytocare@gov.uk.

Please note – If the Scheme Managers feel that you have a greater need for a Care Alarm they will strongly recommend this to you, and your family, and explain the reasons why.

If you refuse to have a Care Alarm, and there are concerns about this, you will be visited by the Scheme Manager, and a Trustee, to discuss this further. This will also be confirmed in writing to you.

Emergency Contact Details

If you become ill or are in difficulties, the Scheme Managers will make every effort to get in touch with your next of kin, your Doctor, or the ambulance or social services on your behalf.

It is therefore important that you let the Scheme Managers have details (names, addresses, and telephone numbers) of these essential contacts. If the details change please remember to inform us. Please provide the Trustees with authority to contact your Doctor and next of kin directly in the event of emergency by signing the 'GP Authorisation Form' and 'Next of Kin Information Form'.

Fire Precautions

The homes comply with the appropriate fire regulations. The fire policies are frequently reviewed, and information is given at least once a year from a fire officer to ensure that every resident knows what to do and where to go in the event of an emergency.

All of the almshouses are fitted with smoke detectors which, on sensing smoke, will trigger the fire alarm. **If you are hard of hearing, please tell us so we can arrange for the appropriate equipment to alert you in the event of an emergency.**

The Scheme Managers will explain to you the fire instructions which apply in the event of a fire.

Emergency Action: You should remain in your home and await further instructions. Wear warm clothing and switch off any appliances. When the fire alarm sounds, the fire service should respond immediately. The building has been designed to resist the spread of fire and smoke and, provided that the doors to your almshouse and the doors in the corridors remain closed, there will be plenty of time for the fire service to arrive and organise the evacuation.

Avoiding the Risk of Fire

Please be conscious of the risk of fire, for example, regularly checking at night or before going out that appliances have been fully switched off. It is especially important that those who smoke in their own almshouse dwelling do so responsibly and are aware of the risk of falling asleep or getting too close to curtains while smoking. Do not wedge doors open or leave chip pans unattended and use ash trays if you smoke.

Smoking in bed or in the common parts of the building is strictly forbidden. Please be considerate to others and avoid smoking in their presence as the risks associated with passive smoking are now well recognised. If you are expecting visitors, please air the room beforehand so that any smoke can dissipate.

Slips, Trips and Falls

The Trustees wish to draw your attention to the need to exercise care when using the footpaths in wet, snowy or icy weather.

Security

Use the remote door entry system, where fitted, only to let people into your home whom you know or are expecting. Never allow anyone claiming to be gas, electricity or water meter readers to enter the dwelling. Please refer them to the Scheme Managers.

Please consider the following:

DO:

- Keep your front door locked at all times
- Use the spy hole and chain to identify callers before opening the door
- The chain, if fitted, should only be used to open the door a few inches when identifying callers and not kept in permanent use as this may prevent access in an emergency.

DO NOT:

- Allow a stranger to enter your home without proof of identity. If you are in doubt, please call the Scheme Managers, a family friend, the alarm control centre or the police
- Leave ground floor windows open so that intruders can gain access
- Keep cash or valuables in your home.

BE AWARE OF bogus officials or doorstep salesmen. Always ask for proof of identity.

Keys

The Scheme Managers hold a master key which can open your front door, but it will only be used in an emergency or with your permission.

You must not fit locks and chains without the consent of the charity as these may delay access for emergency services. Chains should only be used when you wish to identify callers before deciding whether to let them in. The Trustees may advise on alternative security arrangements.

The Scheme Managers or Police Crime Reduction Officer can advise on making your home more secure.

Your privacy will be respected. The Clerk/ Scheme Managers has strict instructions only to enter your home:

- if you ask her or him to do so, or
- if you have given permission for work to be done in your absence, or
- in an emergency.

Please do not obtain extra keys without first asking the Scheme Managers, as this can lessen security.

Make sure that you and your visitors check that the main front door to the house is securely shut after entry or exit.

Stopcock

The water stopcock is in the hallways near the door.

Section 4 – Terms of Occupancy

Letter of Appointment

Your Letter of Appointment, of which you have a copy, is personal to you and explains that you occupy the almshouses as a beneficiary of the charity. This means that neither you, nor any relation or guest of yours, is a tenant with the security of tenure that a tenancy offers.

No other person is allowed to live at the property unless they have formally applied to the charity and been granted beneficiary status in their own right and you have been jointly allocated the same dwelling.

In exceptional circumstances the Trustees could ask you to find alternative accommodation and leave. In practice, this occurs very rarely when Trustees believe that they have no alternative.

Examples of such circumstances are if:

- A resident was no longer able to look after themselves safely or to live independently, even with the help of the social services or family support
- The resident consistently failed to pay weekly maintenance contributions (WMC) on a regular basis without good reason
- The resident's behaviour was deemed to be unreasonable and anti-social, either in respect of other residents or members of staff
- The resident's circumstances changed significantly to the extent that they were no longer qualified to live in the almshouses as a beneficiary, or did not have the required qualification when first appointed.
- The resident failed to comply with the rules and regulations made by the charity
- The resident provided untrue or misleading answers or information in

his/her application to be appointed a beneficiary of the charity

It is a condition of occupancy that residents provide the charity with accurate and complete information of their financial circumstances and that residents inform the charity if their circumstances change. The charity may review residents' financial circumstances from time to time. However, residents are assured that only in the most unusual circumstances would this lead to someone being asked to leave.

The charity would only set aside an appointment as a last resort after every reasonable effort had been made to resolve the issues. If, having been asked to leave, a resident felt aggrieved, they have the right to have their case heard in the County Court. If the decision to set aside the appointment was upheld, they would be given every assistance to find alternative accommodation.

Weekly Maintenance Contribution (WMC)

Your WMC are payable in arrears on the 28th of each month by standing order. You will need to contact your bank to set up the standing order and the Scheme Managers will provide you with the charity's bank account details.

If you are experiencing difficulties in claiming benefits, or experience financial difficulties at any point, please speak to the Clerk/ Scheme Managers.

The amount you pay is a contribution towards the cost of running the charity. Items covered by the WMC include:

- Building repairs and maintenance
- Servicing and repair of water, gas and electrical installations
- Decoration costs
- Buildings Insurance

The level of WMC is usually reviewed annually but the charity reserves the right to review this more frequently if it is in the charity's best interests.

Consulting Residents

The Trustees will hold meetings from time to time to discuss the running of the homes. If you have any matters you wish to raise please speak to the Clerk/ Scheme Managers. The Trustees welcome the your views on matters affecting their quality of life at the almshouses.

The Clerk/ Trustees will consult you:

- before any work is done on your home (except in an emergency)
- before making changes to the communal facilities, including the gardens
- before making changes to the amount of WMC payable
- before anyone enters your home
- if you raise a difficulty with them.

Absence from Home

You are expected to be in full time occupation of your almshouse and extended periods away during the year might lead the Trustees to conclude that you have less need for almshouse accommodation than others.

Residents must live in the almshouse as their permanent home and not be absent for more than 28 consecutive days in any year without the prior consent of the charity. If you go away for any period, including overnight stays, please let the Scheme Managers know. Should you return earlier than planned, please inform the Scheme Managers as soon as possible when you arrive home- as it is important in an emergency to know if any residents are away.

Legionella

The risk of contracting Legionnaire's Disease from a domestic property where the water services are regularly used is very low,

however the risk increases if the water services have not been used for an extended period. Residents are advised to adopt the following recommended procedures:

Ensure the thermostat on your hot water system is set to a minimum of 65c but be aware that the risk of scalding from outlets that are not fitted with a thermostatic mixer valve is greatly increased.

Any hot or cold tap that is not used within a seven day period should be flushed through for at least 2 minutes on a weekly basis on your return to the property. Avoid splashing to minimise the release of water droplets / aerosols.

Any shower that is not used within a seven-day period should be flushed through for at least 2 minutes on a weekly basis or on your return to the property at both maximum and minimum temperatures. Avoid the release of water droplets / aerosols by either securing a plastic bag over the shower head with a corner cut off to allow water to escape or by removing the shower head and placing the shower hose over the drain outlet.

Any toilet that is not used within a seven-day period should be flushed on a weekly basis or on your return to the property. The lid should be closed to avoid contact with any water droplets / aerosol.

Shower heads should be cleaned and disinfected regularly to ensure no scale or algal build up.

Before going away, please ensure that all food has been put away, taps and appliances have been fully switched off and windows shut. If you are leaving your flat during the winter months, please discuss with the clerk how much heating is required to minimise the risk of burst pipes, etc.

Central heating, electricity and hot water

In addition to the WMC you are responsible for paying your utility bills and meters will be

read prior to occupation.

At Mackintosh Homes your heating is supplied from a central boiler house. There is a weekly charge for this which will be detailed in your Letter of appointment.

At Waterhouse Homes there is no gas supply and therefore you will be responsible for your own electricity bill.

Residents are not allowed to use any heating appliance that has not been supplied by the charity, such as portable gas or electric heaters, as these pose a serious safety risk. The use of paraffin oil is also strictly prohibited.

Each radiator is fitted with a thermostat which enables residents to adjust the temperature as required. Most hot water taps are fitted with thermostatic mixing valves to avoid water scalding.

Improvements to your Home

You must not carry out any internal or external improvements, alterations, repairs or decoration, plumbing or electrical installations to your home without the prior permission of the trustees. No shelves, cupboards, locks or fittings shall be fixed or removed without prior consent.

For all major works, the Trustees will instruct an architect or surveyor to design and plan the work before placing an order with a building contractor. Payment for improvements is the responsibility of the trustees.

As the Trustees have responsibility for the long-term maintenance of the homes, they have to consider individual resident's requests for alterations alongside their own maintenance programme. If an alteration would be structurally unsound, reduce the amenities for subsequent occupants, or increase future maintenance costs, it will not be approved. If you live in a listed building, some alterations will need local authority

consent before any work can be carried out.

Whilst at all times the charity will respect the privacy of residents, it is a condition that residents allow reasonable and regular access to their homes for repairs and decoration to be carried out. Representatives of the charity will visit from time to time by prior appointment.

Employment

With the permission of the charity, residents may be allowed to work from their homes, however they must guarantee that this will not be disruptive for other residents and that it will not involve delivery or storage of items and/or visitors to the buildings.

Visitors – Family and Friends

Visitors are not permitted to stay in Waterhouse or Mackintosh Homes, except with the consent of the trustees.

Where permission is granted occasional overnight stays only will be permitted but these must not be regular occurrences. It is vital that the Scheme Managers are aware of any overnight visitors for safety and security reasons.

Smoking

Smoking is prohibited in all common areas, including the entrance hall, corridors and common rooms. Residents must comply with the charity's policy on smoking which is to encourage those who do smoke to be aware of the amenity of their neighbours.

Pets

If you wish to keep a pet this can be considered by the Trustees.

Small animals or caged birds are usually acceptable but must not become a nuisance to other residents.

Please advise the Scheme Managers about arrangements you have made for the care of your pet(s) if you are away on holiday or become ill.

Guide Dogs

Where possible consideration will be given to accommodating Guide Dogs for those residents with impaired or loss of sight.

Mobility scooters

Residents may apply to keep a mobility scooter at the charity's premises. All such vehicles are kept by the residents entirely and solely at the resident's risk. Proof of insurance should be provided to the trustees.

Mobility scooters must not be left unattended when charging and must not block walkways.

Moving Out

If you wish to vacate the homes to live elsewhere, you must give the Trustees written notice of not less than one calendar month.

The WMC remains payable until the notice period expires and the dwelling is vacated. When the resident vacates, for whatever reason all items belonging to the resident, should be removed.

In the event of the death of a resident their personal representatives are responsible for WMC until the premises are cleared of personal possessions and the keys are returned.

If a resident were to leave their homes without giving notice, they would be liable for paying their WMC for a period of one month after the date on which they vacate, as well as the utility bills.

The Trustees have the right to start the process of setting aside the appointment in the event of non-payment of WMC.

In the unlikely event that any possessions, without the written agreement of the charity, are left abandoned by the resident the charity will take reasonable care of them for a period of up to 3 months. After this period the resident agrees, by signing the Letter of

Appointment, that the charity may sell them and, out of the proceeds pay any outstanding amounts owing to the charity. This may include outstanding WMC, disposal and removal costs and any other expenses.

Re-Housing

If you wish to move from one home to another, you should speak to the Clerk/ Scheme Managers. While every effort would be made to assist a resident to move if there was a good reason, the decision would depend upon availability and be entirely at the discretion of the Trustees.

There may be circumstances, for example during extensive refurbishment or other unforeseen circumstances, when the charity may need to ask you to vacate the dwelling and move, either temporarily or permanently, to another dwelling. Your views would be taken into account and you would be given at least three months' notice should a move be necessary.

Gifts and Legacies

If you wish to donate anything to the charity please contact the clerk to the trustees. All such matters will be dealt with in confidence.

Section 5 – Services Provider

The Scheme Managers

The Scheme Managers live on site at Waterhouse Homes. They support the general wellbeing of residents without interfering in their lives or intruding on their privacy.

The Scheme Managers visit residents regularly during the week, to ensure all is well.

Where residents do not wish to receive a visit or call every day, they may request not to be disturbed and might be asked to sign a form of disclaimer. Where the Scheme Manager feel there would be a real risk to the health or welfare of the individual, they may insist that such calls are made.

Our Scheme Managers are not trained carers and cannot therefore offer personal care support. They can however, liaise on your behalf with a wide range of local health and social services to ensure that you receive the help you need to remain safe and independent in your home.

External services might include help with personal care and hygiene, meal preparation and provision, cleaning or shopping or the provision of physiotherapy or occupational therapy aides for use around the home. Please note that Gateway to Care Calderdale can help with a number of services.

The Scheme Managers usual working hours are 09:00 to 17:00 Monday to Friday however, these may vary due to the needs of the charity.

For emergencies the Scheme Managers are on call 24/07 and can be contacted on 07855 331150. Please remember however, that if it is a routine matter, and not an emergency, this should be raised within the Scheme Managers working hours.

Community Room

There is a Community Room for the use of all residents and their visitors. It is equipped with kitchen facilities, a library and television.

The Community Room is used for social events arranged by the Scheme Managers however, residents are very welcome to use this facility, for example, for birthday celebrations or family lunches at Christmas. Bookings should be made through the Scheme Managers.

Please note the Community Room is fitted with a hearing loop which you can tune into by setting your hearing aid to the 'T' position.

Laundry Facilities

There is a laundry room, located at Waterhouse Homes, with a washing machine and tumble drier. Both Waterhouse and Mackintosh Homes are welcome to use the facilities.

Furniture and Fittings

The homes are offered unfurnished and residents are responsible for any white goods.

Residents are responsible for the cost of any carpets, if applicable.

Gardens

Gardens are looked after by the Charities, but residents are encouraged to participate.

Repairs and Decorations

The Charities are responsible for both external and internal repairs and decoration to your home and the communal areas. Please report all necessary work to the Scheme Managers who will arrange for it to be carried out.

You will be consulted in advance about arrangements for work to be carried out.

Workmen will not be allowed to enter your home while you are out unless you have agreed to satisfactory arrangements. An exception will have to be made, however, if an emergency arises such as a water leak.

Insurance

The charities insure the building and its own contents. It has the option to include the contents of your home in the policy on an 'as new' basis. For details, please contact the clerk.

Please do not keep more cash in your home than is necessary to meet day-to-day expenses and keep valuables out of sight. The Scheme Managers are not allowed to take responsibility for your money.

Television

You need a television licence to use any television-receiving equipment including TV set, set-top box, video or DVD recorder, PC or mobile phone to watch or record programmes as they are being broadcast. This includes foreign broadcasts.

Television licences are free to those aged 75 and over.

There are television concessions available to:

- Those who are blind or severely sight impaired
- People who are retired or disabled and live in certain types of accommodation
- Households with a person aged 75 years or over.

The charities will apply for concessionary licences on behalf of their residents. There is no charge to the resident.

Cleaning

You are responsible for keeping your home clean, including cleaning the windows inside.

Storing excess items presents a safety hazard and in extreme cases of hoarding the Trustees may have to consider setting aside the resident's appointment.

Cleaning the communal areas is the responsibility of the charities and the cost of this service will form part of the WMC. You will be advised when contractors are coming to clean the outside of the windows of your flat.

Training

When you move into your home the Scheme Managers will ensure that you are familiar with:

- action to be taken in the event of a fire
- how to operate all the equipment in your home
- heating and front door entry system.

Refuse collection and recycling

Refuse is normally collected every other week.

Recycling is collected every week.

The usual day for collection is Thursday, at each site.

Telephones

You are responsible for making your own arrangements for installing a telephone in your flat through your chosen provider.

Visiting Services

These are displayed in the residents' lounge at Waterhouse

Section 6 – General Information

Electricity Meter Mains Switch and Fuse Box

Your electricity meter is in the common hallway.

The electricity mains switch is located within the flat in the hall.

The fuse box is in the flat hallway.

Council Tax and Council Tax Benefit

You are responsible for paying your own council tax and will receive the annual Council Tax Notice from the local authority in March each year. People living alone are entitled to council tax relief of 25%.

If your income consists of the basic retirement pension and you have only modest savings, you may be entitled to Council Tax Benefit. Depending upon your precise circumstances, this could pay your council tax in whole or in part. Please speak to the Clerk/Scheme Managers if you are unsure of your entitlement or need help in completing the claim form.

Housing Benefit/Local Housing Allowance/Universal Credit

If your income consists of the basic retirement pension and you have little or no capital, you will almost certainly be entitled to Housing Benefit or Local Housing Allowance to help with your housing costs. Even if you do have income in addition to your basic retirement pension, you may still be entitled to some help with housing costs. To claim Housing Benefit / Local Housing Allowance you should ask for an application form at your local Benefits Office (DWP) or Housing Department. It is important that you inform your local benefits office if there are changes in your financial circumstances as they have the power to demand reimbursement in the event of an over-payment.

Eligibility for state benefits changes from time to time. If you need advice on state benefits, please ask the Clerk/ Scheme Managers. Other sources of information are the Citizens Advice Bureau and Age UK.

Parking

Parking is provided for residents and their visitors. Please note there is a charge for residents who park their car on site.

Please ensure any visitors are not parking for longer than necessary, due to the limited space and because access is needed for the Emergency Services, at all times.

Parking will be monitored regularly by the Scheme Managers.

Wills

You are strongly advised to make a Will and it is best to ask a solicitor to help you with this. If you need help in finding one, the local Citizens Advice Bureau will be able to suggest names.

If you want to donate anything to the charity, please speak to the Clerk. All such matters will be dealt with in confidence.

Lasting Power of Attorney

It is strongly recommended that you arrange a Lasting Power of Attorney which allows you to appoint someone to look after your finances and to take welfare and healthcare decisions on your behalf in the event of your mental incapacity. Again you should seek legal advice from a solicitor.

Local Organisations and Services

Many residents take advantage of a rich variety of organisations and services for the elderly in the area. These include:

- Age UK
- Maurice Jagger Centre
- Halifax Society for the Blind

Please speak to the Clerk/Scheme Managers to find out more about these and other local services available.

Social Activities

A welcome sense of community can result from residents taking part in social activities

together. Friendships grow and there is a greater readiness to support one another through difficult times.

We find that some residents enjoy occasional opportunities to do things together, while others prefer to pursue their interests on their own. There is no pressure therefore to take part in the organised activities.

Social Media

Those residents using social media such as Facebook and Twitter, are asked to respect the fact that no views should be expressed via social media about the charity, its Trustees, other residents or staff.

Section 7 – If Things Go Wrong

Personal Problems

If you have any personal problems over money or any other matter and you have no family or friends whom you feel able to consult, the Trustees will be pleased to help or offer advice if they can. You can ask to see the Clerk/Scheme Managers or any of the Trustees and your concerns will be treated in the utmost confidence.

Complaints

If you have any concerns, please bring them to the attention of the Clerk/Scheme Managers who will do their best to resolve them. In the majority of cases, minor issues can be dealt with informally, quickly and efficiently and to the resident's satisfaction. The Trustees and the Clerk can only resolve problems and improve the service if you speak up when things go wrong.

Set out below is a procedure to be followed if residents wish to raise a complaint in connection with the occupation of their homes, or about services provided by the charity.

- Minor matters, such as small maintenance items, should be referred to the

Scheme Managers

- If the Clerk/Scheme Managers are unable to resolve the matter, or if there is a persistent problem with pets, loud noise or matters affecting health and safety, the resident should refer it to the Clerk in writing. All communications about complaints will be treated in confidence.

- If you are dissatisfied with the Clerk's response, you should write formally to the Chairman of Trustees asking the Trustees to consider the matter. You may, if you wish, attend the meeting when your complaint is being discussed, accompanied by a friend or adviser. The Chairman will write to you afterwards to advise you of the Trustees' decision and to inform you of any action taken to resolve your complaint.

- If you have a complaint about a member of staff employed by the charity, other residents, or about a serious breach of health and safety regulations, you should put your complaint in writing to the Chairman of Trustees, with a formal request for it to be considered by the trustees at their next meeting. You will, if you wish to exercise that right, be entitled to attend when your complaint is being discussed, accompanied by a friend, advocate or professional adviser.